

**REMARKS**

Claims 16-40 are pending. Claims 16-30 stand rejected. Claims 16 and 21 - 25 have been amended. Claims 31-40 have been added. Support for new claims 31-40 is found in the original specification on at least page 27. No new matter has been added.

**Rejection of Claims under 35 U.S.C. §103**

Claims 16-30 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Bowman-Amuah (U.S. Patent 6,477,580) and further in view of published patent application U.S. 2002/0095400 naming Johnson et al. as inventors. Applicants respectfully traverse this rejection.

Amended independent claims 16, and 22-25 now require the following:

a network control service, wherein

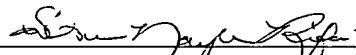
the network control service causes a setting on a network device to change  
to establish a network physical connection to the agent machine,  
and  
the network physical connection complies with a requirement for  
the agent machine to use one of the plurality of services.

Neither Bowman-Amuah or Johnson et al. teaches a network control service that causes a setting on a network device to change to establish a network physical connection to the agent machine. Therefore, independent claims 16, and 22-25 are allowable for at least the foregoing reason.

CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5086.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 1, 2004.

  
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9/1/04  
Date of Signature

Respectfully submitted,



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